



HOUSING RESOURCES, INC. **JOB POSTING**

There are two (2) positions available:

1. Full Time Program Assistant
2. Part Time Program Assistant

Job Title: PROGRAM ASSISTANT

Description:

The Program Assistant supports the agency's programs by assisting Housing Specialists with all aspects of programs and services while acting as primary front office support and general reception for calls and visitors to the agency. These functions are to be accomplished within the framework of established policies and procedures under the overall direction of the Program Director or designee.

PRINCIPAL ACCOUNTABILITIES:

1. Greet visitors and answer phones providing information on all services and programs.
2. Ensure existing and potential client access to services by returning calls or responding to inquiries and referrals.
3. Complete client screenings and assessment services.
4. Assist Housing Specialists with the preparation of client records, materials and resources for daily activities.
5. Conducts housing location services and housing quality inspections.
6. Assist with weekly Housing Hour activities.
7. Monitor lobby activity and report any concerns or problems to the appropriate agency staff.
8. Maintain an orderly reception area.
9. Disseminate housing and community resource material.
10. Perform all mail related duties. Sort and distribute incoming mail and post all departments outgoing mail. This will include interdepartmental and hand delivered mail. Assist with bulk mailings and special requests as needed.
11. Completes documentation, scheduling, copying, filing, and reporting using agency equipment, computer systems and databases.
12. Provide back up for other agency staff as assigned.
13. In the event of staff absences (i.e., paid time off, medical leaves of absence), will perform additional responsibilities as necessary to meet department and/or Agency outcomes and objectives. Execute cross-training/back-up processes to meet on-going direct client services to accomplish the Agency's mission to support housing needs.

POSITION SPECIFICATIONS/SCOPE:

MINIMUM EDUCATION/EXPERIENCE REQUIRED:

High school diploma or GED with 2 years previous experience in customer service required. Human services field experience preferred.

KNOWLEDGE, SKILLS AND ABILITIES:

- Proficient computer skills.
- Demonstrated customer service.
- High task orientation and ability to work with and through other people as part of a team while also performing responsibilities independently.
- Maintain an energetic approach and have a strong work ethic
- Ability to work effectively with diverse populations
- Must maintain confidentiality.
- Ability to maintain a compassionate and professional manner.
- Professional work and punctuality habits are necessary to accomplish organizational goals.
- Maintain a valid driver's license and have reliable personal transportation.

Hours:

Full Time Position:

Monday thru Friday: 8:30am to 5:00pm*

8:30am – 1:30pm Assigned Program**

1:30pm - 5:00pm Front Desk**

Part Time Position:

Monday thru Friday: 8:30am – 1:30pm* Front Desk**

*Early morning, evening and weekend hours may be required as the organization's needs dictate.

**The Program Assistant may be assigned to the Front Desk or Programs as the agency and client needs dictate. Therefore, the assigned work location is to be considered flexible.

Compensation:

\$12.00 hr.

This is a non-exempt position.

To apply, please submit a cover letter and resume via email to mdavis@housingresourcesinc.org.